

Chain of Command/Work Orders

Lauretta Cortez

At Jurupa Valley HS, for any computer/printer/etc. issues, we have to submit a work order to have Jonathan, our tech person, come work on the problem. The work order is generated by emailing the principal's secretary with a detailed message about the problem. She then generates a work order which is sent to IT with a priority timeline assigned for when the work should be completed.

If the problem is just about needing cords or a mouse or something similar, I check with our tech coordinator who teaches next door to me. She has a stash of things like that or can help with minor things. She is not allowed to make any software changes on computers.